

**OFFICE AUTOMATION CLERK/ASSISTANT
GS-326**

This series includes all positions the primary duties of which are to perform office automation work that includes word processing, either solely or in combination with clerical work, when such work is performed in the context of general office clerical support. Also included are positions that supervise work characteristic of this series when the knowledge, skills, and abilities for general office automation support work are essential requirements of the supervisory position. Positions in this series require: (1) knowledge of general office automation software, practices, and procedures; (2) competitive level proficiency in typing; and (3) ability to apply these knowledge and skills in the performance of general office support work.

OFFICE AUTOMATION CLERK/ASSISTANT – ENTRY LEVEL

| Competencies | Developmental Areas | Training Resources and Developmental Recommendations |
|--|---|--|
| <p>Knowledge of secretarial and clerical occupational requirements and procedures.</p> <p>Skill in interpersonal communications.</p> <p>Knowledge of state-of-the-art office procedures.</p> <p>Skill in secretarial/clerical functions such as making travel arrangements, completing time sheets, making credit card purchases, etc.</p> | <p>Administrative Management</p> <p>Communications Management</p> <p>Financial Management</p> <p>Human Resource Management</p> <p>Procurement Management</p> <p>Systems/Technology Management</p> | <p><u>TRAINING RESOURCES:</u></p> <p>Better Office Skills and Service Fred Pryor</p> <p>Basic Communications Skills; Essentials of English; Interpersonal Communications; and Telephone Service Skills USDA Graduate School</p> <p>TRVL and Basic Travel Rules and Regulations In-House Training (Financial Management Division)</p> <p>Civil Rights In-House Training (Equal Employment Opportunity Office)</p> <p>STAR, Workplace Violence, and Ethics Training In-House Training (Human Resources Division/Location)</p> <p>PCMS In-House Training (Procurement and Property Division)</p> <p>ARIS In-House Training (National Program Staff)</p> <p>WordPerfect and GroupWise In-House Training (Information Technology Division)</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u> Planning for Career Advancement Shadow a Senior Level Secretary</p> |

OFFICE AUTOMATION CLERK/ASSISTANT – INTERMEDIATE LEVEL

| Competencies | Developmental Areas | Training Resources and Developmental Recommendations |
|---|---|--|
| <p>Skill in organization and coordination of office work.</p> <p>Knowledge of how to develop, process, and recommend improvements to the administrative process.</p> <p>Ability to write clear and logical reports and correspondence.</p> <p>Ability to analyze office procedures.</p> <p>Skill in operating a personal computer and application of various software packages.</p> | <p>Administrative Management</p> <p>Communications Management</p> <p>Human Resource Management</p> <p>Systems/Technology Management</p> | <p><u>TRAINING RESOURCES:</u></p> <p>Creative Problem Solving American Management Association</p> <p>Time Management; Letter Writing; Listening and Memory Development; Proofreading; and Report Writing SMART Center USDA Graduate School</p> <p>Civil Rights In-House Training (Equal Employment Opportunity Office)</p> <p>Workplace Violence and Ethics Training In-House Training (Human Resources Division/Location)</p> <p>Basic Graphics Skills and Basic Internet Skills SMART Center USDA Graduate School</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>Planning for Career Advancement Shadow a Senior Level Secretary</p> |

OFFICE AUTOMATION CLERK/ASSISTANT – ADVANCED LEVEL

| Competencies | Developmental Areas | Training Resources and Developmental Recommendations |
|---|--|--|
| <p>Ability to interpret and carry out difficult assignments.</p> <p>Ability to design and present well-developed briefings.</p> <p>Ability to provide guidance and information on administrative processes to all levels of Agency personnel, other government agencies, and customers.</p> | <p>Communications Management</p> <p>Financial Management</p> <p>Human Resource Management</p> | <p><u>TRAINING RESOURCES:</u></p> <p>Dealing with Angry Customers SMART Center USDA Graduate School</p> <p>Federal Budgeting for Non-Budget Personnel USDA Graduate School</p> <p>Civil Rights In-House Training (Equal Employment Opportunity Office)</p> <p>Workplace Violence and Ethics Training In-House Training (Human Resources Division/Location)</p> <p><u>DEVELOPMENTAL RECOMMENDATIONS:</u></p> <p>Planning for Career Advancement Shadow a Senior Level Secretary</p> |